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MA Processing of Registrations When Offline from MAAP

Overview

Director Beecher has instructed the OIT (Office of Information Technology) MAAP development team that towns and cities may, at their own discretion, process registration transactions offline from MAAP if that connection is lost. Towns and Cities that choose to process offline are responsible for correcting any errors that occur due to offline processing.

General Offline MAAP Processing Guidelines

- MAs who process registration transactions offline must enter those transactions into MAAP when the connection is re-established
- DMV does not require any additional reports regarding offline processing by MAs
- Fee settlement for transactions that are entered into MAAP one or more business days after actual transactions will use “E-Cash” for tender type to compensate for bank deposits that include money collected for offline transactions made on a previous day
- MAs shall correct errors as they occur while entering into MAAP
- Some errors can only be corrected by DMV. MAs shall enter transactions that errors that must be corrected by DMV into MAAP only when DMV is available
 - MAs may enter offline transactions into MAAP at any time as long as they contain no errors that must be corrected by DMV
 - If an error that only DMV can correct is encountered and DMV is not available the MA must cancel the transaction and re-enter it when DMV is available
 - Errors that can only be corrected by DMV include the following:
 - Protested Check
 - Suspension
- There are two methods that MAs will use to connect to MAAP - each method presents somewhat different problems when errors occur

Offline MAAP Processing by MAs

Towns/Cities Using MAAP Browser

- Browser
 - Expected to be used by MAs who do not have local registration software
 - Same UI (User Interface) to MAAP that is used by state employees except limited to processes that MAs are authorized to perform
 - A “live” user can see errors as they occur when transactions are being entered into MAAP
 - Rules stated above regarding when error free (or errors are correctable by MAs) transactions may be transmitted to MAAP and when transactions

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containing errors that can only be corrected by DMV may be processed in MAAP must be adhered to

Towns/Cities Using Local Vehicle Registration Software

Some MAs will perform MAAP transactions using local vehicle registration software.

The local software communicates with MAAP via XML messages.

- XML messages created for offline transactions are saved and transmitted to MAAP under computer program control; i.e., no “live” user is in direct control of the transmission
- Developers who create local registration software will be instructed to send saved XML messages for offline transactions only under user control
 - A live user must explicitly request transmission of saved XML messages and must monitor the transmission of the offline transactions
 - A user interface must be provided that allows a “live” user to intervene and correct or cancel transactions as needed when errors occur
 - Canceled transactions must be saved and be available for re-transmission when
 - Errors are corrected by MA
 - In the case of errors that can only be corrected by DMV, as directed by DMV personnel, to be re-transmitted
- Rules stated above regarding when error free (or errors are correctable by MAs) transactions may be transmitted to MAAP and when transactions containing errors that can only be corrected by DMV may be processed in MAAP must be adhered to

E-Cash

If connection to MAAP is lost and the MA chooses to continue processing registration and title transactions offline and the connection to MAAP is restored one or more days later a problem is created regarding reporting of tender type used for fee settlement. The MA will deposit the money collected for the transactions on the day that they were processed offline.

When the MAAP connection is restored the MA will have to closeout previous day's work completed on MAAP before he/she is allowed to login to MAAP. The money collected for offline transactions on days previous to the current day will have already been deposited and will not be available for the current day session with DMV's financial system – i.e., the day that the transaction is transmitted to MAAP.

After the connection to MAAP is restored the MA will transmit the registration and title transactions performed offline either through the MAAP browser or XML as described above. MAAP will report the tender type of all transactions that were done one or more days before the transmission to MAAP as E-Cash. The transaction will be performed as follows:

MAAP Browser

At the fee settlement page of an offline transaction, the clerk will select tender type of 'E' for E-Cash. At this instance MAAP will prompt for a date from the clerk. The clerk will

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enter the date that the transaction was performed offline. MAAP will use this date as registration issue date. MAAP will check that this date is prior to today's date. If this check fails (i.e., the date of issue is not prior to today), the clerk must change the tender type to something other than 'E'.

Local Vehicle Software – via XML

The local vehicle registration software will check the date of issue. If the date of issue is prior to the date of transmission to MAAP, the local software will change the tender type to 'E'.

Additional IDMS Reports

Periodic Report of Existing Financial and Suspension Issue

OIT (State of New Hampshire Office of Information Technology) will create a new financial report from IDMS to be sent to the MAs on a scheduled basis. This report will list the following information for all vehicle registrants; i.e., not just for those that are up for renewal:

- Short slips
- Violations
- Suspensions
- Protested Checks

The MA will use this report when performing offline MAAP transactions to avoid processing MAAP transactions for people who are listed on the report.

E-Cash Report

OIT will create a report from IDMS that will list all E-Cash transactions, which will include date of issuance, town, clerk number, etc. This report will be distributed to the business office.